



# Oregon

Theodore R. Kulongoski, Governor

**Public Utility Commission**  
Residential Service Protection Fund  
Telephone Assistance Program  
550 Capitol St NE Ste 215  
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July 1, 2010

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW, Rm. TW-B204  
Washington, DC 20554

**RE: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services  
for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123**

Dear Ms. Dortch,

The State of Oregon has enclosed materials to address the Federal Communications Commission (FCC) mandate that an annual log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services be filed with the FCC.

- Enclosed is the annual Complaint Log which includes complaints received between June 1, 2009 and May 31, 2010 with the date of complaint, the nature of the complaint, the date of its resolution and an explanation of the resolution.

If you have any questions or concerns, please contact me at 503-373-1400 or via e-mail at [jon.cray@state.or.us](mailto:jon.cray@state.or.us).

Respectfully,

Jon Cray, RSPF Program Manager

Cc: Mark Stone, Deputy Bureau Chief  
Rick Willis, PUC Executive Director  
David Poston, PUC Central Services Division Administrator  
Melissa McManus, Sprint Nextel Relay Program Manager

Enc: Complaint Log  
Sprint Letter



**Sprint Nextel**  
411 Huger Street  
Columbia, SC 29201  
(803) 951-1660 TTY  
(803) 403-9763 Voice  
(803) 403-8354 Fax

**Missy McManus**  
Relay Program Manager  
Email: melissa.mcmanus@sprint.com

June 18, 2010

Mr. Jon Cray  
RSPF Manager, Central Svcs  
PUC of Oregon  
550 Capitol Street, NE  
Suite 215  
Salem, OR 97301-2551

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Mr. Cray,

Sprint has provided you the following information to support your filing with the FCC for the State of Oregon:

- An annual Complaint Log which includes complaints received between June 1, 2009 and May 31, 2010 with the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

As mandated by the Federal Communications Commission (FCC), Sprint has maintained a log of all consumer complaints that allege a violation of the federal minimum standards for Telecommunications Relay Services and is providing you with a summary to file with the FCC. You must reference to the **CG Docket 03-123** in the subject line, as done above.

In its Public Notice, the FCC requests information concerning the total number of interstate relay calls by type. This information is not currently required by the Rules, and the FCC cannot impose additional reporting requirements absent a rulemaking and absent approval from the Office of Management and Budget. In fact, the staff has informed Sprint that the provision of call volume data will be voluntary. Thus, you are not required to provide the number of relay calls with your reports and your submission will be considered to be in compliance with the Rules without such information.

Sprint has decided to provide information to the FCC concerning the number of interstate calls. However, Sprint will do so under seal since call volume information is proprietary and confidential. Sprint believes that the more relevant number for comparison with the total number of complaints is the total number of outbound calls.

Please note that for your state you must either (1) send an original and four copies of the printed report to the FCC or (2) file the report electronically at <http://www.fcc.gov/cgb/ecfs/>. If you file electronically, you will select "Submit a Filing" on the FCC's web page. If you file paper copies, they should be sent to the Commission's Secretary (via US Postal Service, First Class Mail, Express Mail or Priority Mail):


Marlene H. Dortch,  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> St., SW, Rm TW-B204  
Washington, DC 20554

The report must be filed on or before Thursday, July 1, 2010. Please also note that your state is also encouraged to send an additional printed copy on or before July 1, to the Consumer & Governmental Affairs Bureau of the FCC to:

ATTN: Mark Stone, Deputy Bureau Chief  
Consumer and Governmental Affairs Bureau  
Federal Communications Commission  
445 12th Street, SW  
Washington, DC 20554

Should you have any questions concerning this report, please contact me.

Sincerely,

A handwritten signature in black ink, appearing to read "Missy McManus". The signature is fluid and cursive, with the first name "Missy" and last name "McManus" clearly distinguishable.

Missy McManus  
Relay Program Manager  
Oregon Relay

Attachment:

1) Log Sheets

**Complaint Tracking for OR (06/01/2009-05/31/2010). Total Customer Contacts: 28**

Tally	Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/10/09	A doctor's office in Portland, Oregon reports the Communication Assistant was not relaying verbatim at 4:30 PM on 6-10-09. The nurse explained that her patient was confused and she suspects it was because the Communication Assistant took liberty on the call. One word answers should have been 2-3 key strokes, but that wasn't the case. The nurse also reports the Communication Assistant was inattentive. An example of that would be that she had to repeat date and time 3 times. The Customer Service Representative apologized and no follow up was requested.	06/17/09	The Communication Assistant assured the supervisor that the voice message was typed verbatim. The Communication Assistant reported that the TTY user repeated the same question to the voice party repeatedly and that they did not always respond to the voice party's message. The Communication Assistant believes this may have been what led the voice to think the Communication Assistant had not typed the message to the caller. The Communication Assistant followed procedure with maintaining transparency.
2	06/16/09	A customer complained that "The Relay Operator interrupted me when trying to dial." The Customer Service Representative apologized to the customer and assured them this information would be forwarded to the appropriate supervisor. The customer requested a follow-up.	06/16/09	The Customer Service Representative called the customer for further explanation. The customer said that the Communication Assistant interrupted her by dialing the number while customer was still typing. The customer did not like the interruption and does not like this particular Communication Assistant. The customer hangs up on the Communication Assistant and prefers to have a male Communication Assistant. The Customer Service Representative thanked the customer for the information and the Communication Assistant understands to dial once the GA is given.
3	07/12/09	A TTY customer complained that the Communication Assistant hung up on them after repeatedly sending the number calling to macro. The call date per customer: 7/7/09 time 2:58 pm. The customer would like a follow-up phone call.	07/22/09	This Communication Assistant was not working on 7/7/09. The supervisor called the customer to let them know that and the customer thanked the supervisor for calling them back.
4	07/20/09	The customer complained about the accuracy of captions.	07/20/09	The customer shared feedback regarding the appreciation for the technology but noted that the voice recognition is not quite perfected yet. The customer expressed desire for a higher level of voice recognition accuracy. Their feedback as received was passed on to Call Center Management. The Customer Service Representative thanked the customer for sharing their feedback with us.
5	08/20/09	The customer complained that they experience disconnects/reconnects during CapTel phone calls.	08/20/09	The Customer Service Management sent the customer information explaining the difference between a CapTel and a traditional phone. They explained to the customer why disconnects/reconnects might be occurring and sent them an email with tips to reduce their occurrence.
6	09/28/09	The customer complained about the accuracy of captions.	09/29/09	The customer shared feedback regarding the accuracy of the captions. The Customer Service Representative sent a letter detailing how captions are generated and thanked the customer for bringing their experience to our attention. The Customer Service Representative suggested if the customer is willing they can document the date time and Communication Assistant# of any future calls to allow us to take specific action with the Communication Assistant captioning the call.
7	10/01/09	A TTY user says the Communication Assistant misdialed twice, long distance, when the call should have been local. The Customer Service Representative apologized for inconvenience and the customer requested a follow-up.	10/19/09	The supervisor met with the Communication Assistant on 10/15/09 and coached the Communication Assistant on making sure to pay attention to the number entered in the dial window and to double check the number while the dialing out. The supervisor also sent a follow-up letter apologizing to the customer on 10/19/09.

8	10/29/09	A Verizon technician reports that across the Oregon network, callers to the voice relay service number get TTY tones, and it takes one and a half to two minutes to reach a voice operator. The Customer Service Representative apologized for the inconvenience and follow-up was requested.	10/29/09	A technician made a call and dropped in voice on 800 xxx-xxxx. They checked the customer Branding on 503-xxx-xxxx and it shows voice. They also pulled all customer data records on 503-xxx-xxxx and there is only 1 customer data record for this number placed today and the call was answered voice. The technician also placed a call using the customer's ANI (billing number of the person making the phone call) and it was answered voice. The customer might have hit the delay recorder which occurs when all Communication Assistants are busy and does give voice and TTY tones while on hold. But otherwise the call shows answered voice and the ANI is branded voice. There is no direct POTS number. This seems to happen with this government block of numbers. The Relay Program Manager called the customer. They were put on hold a couple of times while coworkers tried to locate the customer. The Relay Program Manager called a different number and was able to speak with the customer. The customer said that they have not had Relay problems since then and appreciated the follow up.
9	11/16/09	A TTY customer complained that Communication Assistants do not give them the opportunity to make additional calls after a caller hangs up, by sending GA or SK. Instead the Communication Assistant says, "Person hung up, thank you, SKSK". The Customer Service Representative apologized and explained that they will be sure to inform each Communication Assistant's supervisor to address the problem. The customer wants contact from supervisor or program manager.	11/19/2009	Neither of the Communication Assistants remember the call. However, both have been coached on disconnect procedure and allowing the inbound to make as many calls as they desire. The Relay Program Manager called the customer three different times on a Wednesday and Thursday per request to no avail.
10	11/18/09	The customer complained about the accuracy of captions during the answering machine message retrieval process.	11/18/09	The Customer Service Representative apologized to the customer for the incidence. The Customer Service Representative advised the customer to document the date time and Communication Assistant# of problematic calls so that Customer Service may forward it to the Call Center for quality control. They also advised the customer to record a customized message on their answering machine announcement asking their callers to speak slowly and clearly to optimize audibility of the message for captionists. In addition, the Customer Service Representative advised the customer that she may place multiple outbound captioned calls to access answering machine message more than once so as to optimize the quality of the captioned messages.
11	12/03/09	A TTY customer stated a Communication Assistant misdialed to a long distance number instead of the local number given by the customer. The Customer Service Representative apologized to the customer and per customer request, added a note to customer's profile with the statement that she does not dial long distance numbers. No follow up is needed.	12/03/09	The Communication Assistant has been coached on following the customer's instructions and reading the calling to box.
12	12/05/09	The customer was frustrated because the Communication Assistants are dialing long distance calls when their notes specifically state otherwise. The Customer Service Representative apologized and assured the customer that information would be forwarded to the appropriate person. No follow up was requested.	12/07/09	This Communication Assistant was not scheduled to work on the day of the incidence.
13	12/05/09	The customer was frustrated that Communication Assistant dialed a long distance number when the customer notes specifically state otherwise. The customer does not want to be billed for relay errors. The Customer Service Representative apologized to customer and assured them the information would be forwarded to appropriate person. No follow up was requested.	12/07/09	The Communication Assistant was coached on following the customer's instructions.

14	12/05/09	A customer complained that the Communication Assistant dialed a long distance number when their notes state not to dial any long distance calls from their number. The Customer Service Representative apologized for the inconvenience and will forward the information to the appropriate person. No follow up was requested.	12/07/09	The Communication Assistant did not remember the call or surrounding circumstance. The Communication Assistant was coached and is aware of the importance of focusing on all customer notes.
15	01/19/10	A TTY customer complained they were unable to receive incoming calls. The Customer Service Representative apologized for inconvenience and follow-up was requested.	01/19/10	The Customer Service Representative called the customer via TTY and there was no answer. They then sent an email to the Operations department for follow up. The Operations department attempted to call customer via TTY again and there was no answer so the complaint was closed.
16	01/26/10	A TTY customer complained that the Communication Assistant dialed the wrong number.	01/26/10	The Communication Assistant remembered the call and said she dialed out when she noticed in the notes that they had a carrier of choice. She hung up before anyone answered and redialed using the correct carrier of choice. While the phone was ringing a second time the TTY customer hung up. The Communication Assistant was coached on focusing on the notes and to be sure to keep the customer informed about what's happening on the call.
17	01/26/10	A customer complained that the Communication Assistant dialed the wrong number. They transposed the area code numbers which made it a long distance call. The customer notes indicate not to dial any long distance numbers. The Customer Service Representative apologized and let the customer know that their information would be passed on to the appropriate person. The customer would like a follow up phone call.	02/8/10	The supervisor met with the Communication Assistant and discussed the importance of dialing the exact number that is provided by the customer. They also discussed following all of the customer notes. The supervisor attempted to contact the customer and finally made contact on 2/8/10 at 6:12 pm.
18	01/28/10	A TTY customer complained that the Communication Assistant dialed the wrong number rendering it a long distance call. The customer's notes indicate not to dial long distance numbers. The Customer Service Representative apologized to the customer for the inconvenience and the customer would like a follow up call.	02/1/10	The Communication Assistant dialed when she noticed in the notes that they had a carrier of choice. She hung up before anyone answered and redialed using the correct carrier of choice. While the phone was ringing a second time the TTY caller hung up. The Communication Assistant was coached to focus on the customer notes and to keep the customer informed. The supervisor followed up with a call on 2/1/10.
19	01/28/10	The customer was upset with the Communication Assistant because they did not wait for the GA before typing. The customer stated that she did not get a chance to type because she was interrupted. The Customer Service Representative apologized to the customer for the inconvenience that this may have caused and assured her that this experience will be forwarded to Communication Assistant's direct supervisor for a follow up. The customer would like a follow up via phone.	02/6/10	The Communication Assistant was coached on not interrupting the caller when they are typing and waiting for the GA. The Communication Assistant said they don't remember the call, but that they apologize for the incident that happened. The supervisor followed up with a call on 2/6/10.
20	01/28/10	The customer complained that the Communication Assistant interrupted them while they were giving number to dial. The Customer Service Representative apologized for the inconvenience and the customer would like a follow up call.	02/6/10	The Communication Assistant was coached on not interrupting the caller when they are typing and waiting for the GA. The Communication Assistant said they don't remember the call, but that they apologize for the incident that happened. The supervisor followed up with a call on 2/6/10.
21	01/28/10	A customer complained that the Communication Assistant dialed incorrectly rendering their call as long distance. The customer's notes indicate not to dial long distance numbers. The Customer Service Representative apologized for the inconvenience and the customer would like a follow up call.	02/8/10	The supervisor met with the Communication Assistant to discuss the importance of dialing the number that is provided by the customer. They also discussed making sure to follow all of the customer notes and the Communication Assistant understands. The supervisor called the customer on 2/8/10.

22	02/10/10	The customer complained that the Communication Assistant hung up while they were giving the toll free number and PIN to dial. The Customer Service Representative apologized to the customer and said that the information would be passed on to appropriate person. The customer would like a follow up call.	02/16/10	The Communication Assistant didn't remember the call but her supervisor coached her on not interrupting the customer and to wait for the GA. The supervisor called on 2/16/10 and the customer was satisfied with the outcome.
23	03/11/10	A customer complained that the Communication Assistant dialed long distance number when the customer notes state 'No Long Distance Calls' from this number.	03/17/10	The supervisor met with the Communication Assistant on 3/15/10. The supervisor coached the Communication Assistant to look at the "dialing" window because it indicates whether the call is local or long distance. The supervisor attempted to call the customer on 3/17/10 but the person who answered stated it was the wrong number.
24	03/15/10	A customer complained that the Communication Assistant was very rude. The Customer Service Representative apologized and thanked the customer for the feedback. No follow up was requested.	03/19/10	The Communication Assistant was coached on being less abrasive while with a customer and the supervisor provided Communication Assistant with alternate phrases that are more customer friendly.
25	04/11/10	A TTY customer complained that the Communication Assistant kept interrupting them while they were typing. The customer would like a follow-up call via TTY.	04/24/10	The supervisor coached the Communication Assistant in not interrupting the TTY user. The Communication Assistant understands to watch the screen and stop typing should the TTY user begin typing and how to properly handle interruptions for all call types. The supervisor contacted the customer on 4/24/10.
26	05/10/10	A TTY customer complained they have not been able to reach 711 via her home or cell phone since 5/6/10. The Customer Service Representative apologized for inconvenience and the customer requested a follow-up.	05/27/10	Despite numerous attempts, the technician was not able to contact customer. The Relay Program Manager attempted to contact the customer on 5/27/10 and closed the issue since the customer did not return their call.
27	05/11/10	A customer complained that the Communication Assistant dialed a long distance number when the customer gave a local number to call. The customer notes do not allow long distance calls. The Customer Service Representative thanked the customer who requested a follow up call at 11 a.m.	06/9/10	The Customer Service Representative met with the Communication Assistant. The Communication Assistant does not remember any calls in which the customer was dissatisfied with a call going out as long distance that should have be local. The Communication Assistant is not able to determine if call is long distance or local since it is done by the computer. The Communication Assistant was not aware of dialing an incorrect number and was not told by any customers that this happened. It was very difficult to follow up with Communication Assistant as there as no specific information regarding time of call, date of call, where calling to, etc. The Relay Program Manager spoke with customer via TTY and the customer said she called OTRS by dialing 711 on 6/3/10, 6/6/10, and 6/7/10. The customer wants only local calls to be dialed out; not long-distance. The Relay Program Manager told customer them that our Customer Service will be notified of this note in their customer profile. The Relay Program Manager emailed Customer Service on 6/9/10 to have this note branded.

28	05/28/10	The customer complained that the Communication Assistant did not give the customer the complete sentence the customer's mother had voiced. The customer says the Communication Assistant was playing games and refused to repeat the full sentence because of garbling. The Communication Assistant would not cooperate in relaying everything because of garbling. The Customer Service Representative apologized to the customer and informed the customer that this would be reviewed with the Communication Assistant. The customer would like a follow up call.	06/9/10	The supervisor coached the Communication Assistant to submit a trouble ticket done for garble issues. After 3 failed attempts to call the customer, the Relay Program Manager closed the case.
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